Subject: KWIC Check Toner Supply

Effective Date: October 1, 2005   Revised from: October 1, 2004

Policy: Every clinic is to have a spare toner cartridge available when the cartridge in use is out of toner.

A check printer toner cartridge can be stored only 12 months without the risk of quality problems. Quality problems might show up when the first check is printed with the old/new toner, but is more likely to affect bank processing. A 13 or 14-month old toner cartridge may be fine, but the manufacturer will not guarantee it. This limitation applies only to stored toner cartridges, not toner in the printer. Toner in the printer will last until it is used up without regard to the number of months it has been in use.

Expired toner cartridges are to be recycled.

Procedure:

The toner usage in the clinic must be calculated to know when to order a spare. Periodic monitoring of the toner level will be necessary to determine your rate of use.
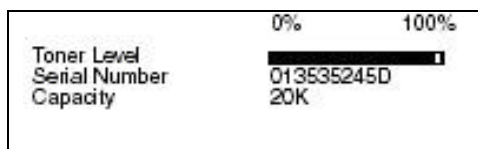
Toner Reorder Policy ST9325
Each toner cartridge can print approximately 14,000 sheets before replacement is required. There are two things that must be known to monitor usage and to insure that a usable spare is on hand when the clinic needs it.

1. How many months one toner cartridge will function in the clinic.
    o   Print the Printer Menu Settings at the same time each month.
    o   Measure the length of the black bar in eights of an inch.
    o   Subtract the old measurement from the new to get the usage per month.
    o   Divide the remaining length (measurement for this month) by the usage value to get the remaining life of the toner cartridge.
    o   Request a replacement toner cartridge when 4 months or less remain.
    o   Example: June 15 value is 5/8's. July 15 is 4/8's. The difference is 1/8. Divide 5/8's by 1/8 for a remaining life of 5 months. Order a spare toner cartridge next month.

Note: To print the menu settings page from the Utilities Menu. (Press **Menu** on the front of the printer until you see Utilities Menu, and then press **Select**. Press **Menu** until you see Print Menus, and then press **Select** to print the menu settings page.) One or two pages print depending on the number of menu settings you have. Look for "Cartridge Information" on the page. This shows the percentage of life remaining for the cartridge.

Cartridge Information

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                          0%        100%
Toner Level          ████████████████▐
Serial Number        013535245D
Capacity             20K
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If the printer in use does not display the toner level on the menu settings page, use the page count method to estimate when 14,000 pages will be printed. This is the same as the method used for the ST9216 printer.

2. The expiration date of the spare toner cartridge can be found on a label on the box and on the toner cartridge. If the date is not clearly displayed, the serial number can be decoded to as follows:
    o The serial number can be found on the toner box and the cartridge itself.
    o The serial number begins with three letters that are ignored.
    o The next two numbers are the year of manufacture.
    o The next three numbers are the day the unit was manufactured (Julian date).
    o Example: serial number CAC051560684: CAC is dropped, 05 = 2005, 156 = June 4 (156th day of the year).

Toner Reorder Policy ST9216
Each toner cartridge can print approximately 3,500 sheets before replacement is required. There are two things that must be known to monitor your usage and to insure that a usable spare is on hand when you need it.

1. How many months one toner cartridge will function in the clinic.
    o Print the "Printer Menu Settings" at the same time each month by pressing the "Continue" button on the front of the printer briefly.
    o Note the section Printer Statistics, Page Count, Total.
    o Subtract the old measurement from the new to get the usage per month.
    o Divide the 3,500 expected sheets per toner cartridge by the usage per month to get the expected life of the toner cartridge.
    o Request a replacement toner cartridge when 4 months or less remain.
    o Example: June 15 value is 1,500 sheets. July 15 is 1,750 sheets. The difference is 250 sheets per month. Divide 3,500 by 250 for an expected life of 14 months. Order a spare toner cartridge 10 months after the current toner cartridge was put into service.
    o Note the number of sheets the toner actually printed at the time the toner cartridge is replaced. This will improve the accuracy of the estimate in the future.

3. The expiration date of the spare toner cartridge can be found on a label on the box and on the toner cartridge. If the date is not clearly displayed, the serial number can be decoded to as follows:
    o The serial number can be found on the toner box and the cartridge itself.
    o The serial number begins with three letters that are ignored.
    o The next two numbers are the year of manufacture.
    o The next three numbers are the day the unit was manufactured (Julian date).

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- o Example: serial number CAC051560684: CAC is dropped, 05 = 2005, 156 = June 4 (156th day of the year).

2. Sudden printer failure before 3,500 pages have printed.
    - o The printer may begin to print one or two pages and jam on the next repeatedly.
    - o Replace the toner cartridge if the jam is accompanied by all panel lights blinking or if no other problem is obvious.
    - o Use the error code guide in the printer manual to identify the problem if the new toner does not correct the problem. The manual is on the CD that came with the printer.
    - o Call the KWIC Help Desk if you have questions.